

<p>CITY OF BEAVERTON</p> <p>Human Resources Specialist</p>
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General Summary

Perform a variety of administrative duties in support of the Human Resources Department. Provide customer service for job applicants, employees and citizens in person and by telephone. Support assigned Human Resources programs.

Key Distinguishing Duty

Provide overall administrative support to the Human Resources Department.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Provide Human Resources related information to the public and employees. Explain recruitment process to job applicants. Coordinate candidate communication and interviews.
2. Assist Human Resources Business Partners and Risk Management staff with administrative support and worker's compensation claims processing. Provide backup reception duties for Human Resources Department.
3. Process a variety of invoices, applications, and purchase orders. Track accounts payable payments and balances. Develop related reports.
4. Process personnel actions in the HRIS system. Run specialized reports. Provide network users with training and technical support.. Maintain the HRIS position control system in the absence of the Human Resources Analyst.
5. Administer the daily management of the following programs and processes: service awards, tuition reimbursement and petty cash.
6. Update City's internal Human Resources databases with revised information. Ensure applicant information is entered into database. Review and process personnel actions including performance appraisals and disciplinary actions. Provide standard reports.
7. Participate in department operational processes including procedure development and implementation.
8. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.

9. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
10. Produce an acceptable quantity and quality of work that is completed within established timelines.
11. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
12. Participate in the City Emergency Management program including classes, training sessions and emergency events.
13. Follow standards as outlined in the Employee Handbook.
14. Support and respect diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of practices and principles of human resources management.
- ◆ Working knowledge of worker's compensation laws.
- ◆ Basic knowledge of practices and principles of claims administration.
- ◆ Basic knowledge of the laws and regulations governing human resources management.
- ◆ Basic knowledge of terminology of insurance programs.
- ◆ Basic knowledge of general bookkeeping/accounting.
- ◆ Basic knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Basic knowledge of strategic planning methods with an emphasis on services related to human resources management.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Expert knowledge of English grammar, spelling and usage.

Skills/Abilities Required

- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to participate on a team and in a team environment to focus on producing high quality results.
- ◆ Advanced ability to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations.

- ◆ Expert ability to use a keyboard and word processing, spreadsheet programs or other application software as required for position.
- ◆ Expert ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

High School diploma or GED and 3 years experience in a human resources or insurance office environment or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Ability to become a Notary Public within six months.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; daily standing for prolonged periods; weekly dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

Classification History

As of 10/97: Administrative Specialist

Revised: 1/98

New class specification title 1/98: Human Resources Specialist

Revised: 7/05

Revised: 1/1/09

Status: M3

FLSA: Non-exempt

Human Resources Signature

Date